



STATE DIAMOND TRADER

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OR Tambo International Airport Special Economic Zone Precinct 1, Cnr
Bonaero Drive and Elgin Road, ACSA Precinct, 1619

SPECIFICATION

SERVICE PROVIDER TO SUPPORT CURRENT FINANCIAL SYSTEM AND MAINTENANCE FOR THE PERIOD OF 12 MONTHS

INTRODUCTION

The State Diamond Trader seeks to appoint a service provider to provide the services of a sage accredited service provider to support the current financial system and maintenance for the period of 12 months.

Background

The State Diamond Trader is a state-owned entity established in terms of section 14 of the diamonds act, 56 of 1986 as amended ("the act"). It is classified as a schedule 3B entity of the Public Finance Management Act (PFMA).

The office is situated in **OR Tambo International Airport Special Economic Zone Precinct 1, Cnr Bonaero Drive and Elgin Road, ACSA Precinct, 1619**

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Mr Abbey Chikane (**Chairperson**), Mr. Ernest Blom, Ms. Komathie Kisten Govender, Adv. Mpati Lebakeng, Dr. Olga Masekoa, Ms. Hellen Diatile, Mr. Johan Du Toit Böning (Alternate), Mr. Thapelo Malekutu (Alternate), Ms. Adele Rossouw, Mr. Jacques Hugo, Ms. Danile Nyakale, Mr. Lefu Dlamini (Alternate), Mr. Cecil Khosa (ex officio), Ms. Nosiphiwo Mzamo (Chief Executive Officer), Mr Sihle Mhlangu (Company Secretary)

1. Unit requesting goods/services	Finance and Admin
2. Quantity(ties) required	One (1) service provider
3. Description of Services Summary	The State Diamond Trader (SDT) is seeking to procure the services of a sage accredited service provider to support the current financial system and maintenance for the period of 12 months
4. Description of goods services	<p>The scope of work which the service provider must deliver on pertaining to support and maintenance services of Sage 200</p> <ol style="list-style-type: none"> 1. Diagnose and solve accounting system technical issues. 2. Ensure the Accounting system is fully functional. 3. To perform reconciliations, year-end processes, and ensure the system is fully functional and no technical glitches go unresolved. 4. Ensure the SDT team can be supported remotely and onsite whenever required. 5. Provide second-line support and third-line support to SDT. 6. Be able to provide a seamless call logging process to assist with serviced requests. 7. Provide Audit reports as and when required. 8. Perform application software upgrades as and when these upgrades become available. 9. Assist the Finance department in developing custom reports. 10. Enhance SAGE 200 functionality in accordance with SDT's enhancement requirements 11. Ensure the SAGE 200 is backed up daily and back-up files tested weekly. 12. Assist with Cloud migration exercises, and quarterly Disaster Recovery simulation exercises.

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5. Functionality Evaluation	Technical Criteria	Applicable Points	Points
	Reference Letters	<p>The service provider must submit a Reference letter as evidence of their experience in SAGE 200 support and maintenance. The Reference Letter should at least include the client's name, contact person, and contact details, a detailed description of services rendered, and the duration of the service.</p> <p>The scoring for company experience will be as follows:</p> <p>4 reference letters = 30 points 3 reference letters = 20 points 2 reference letters = 10 points 1 reference letter = 5 points 0 reference letter = 0 points</p> <p>NB: SDT reserves the right to contact the references to verify the information provided.</p>	
	Experience of the Facilitator	<p>The service provider must have a Technical Resource who holds at least an NQF Level six (6) qualification in ICT and has at least five (5) years' experience in Sage 200 Support and Maintenance. NB: The service provider must submit both the ICT qualification and CV of the technical resource. No points shall be awarded if both documents are not attached.</p> <p>The scoring for SAGE 200 Key Personnel will be as follows:</p>	

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		<ul style="list-style-type: none"> • Technical Resource with at least NQF level 6 ICT qualification and with more than ten (10) years' experience of Sage 200 support and maintenance = 30 points • Technical Resource with at least NQF level 6 ICT qualification and with more than seven (7) but less than ten (10) years' experience of Sage 200 support and maintenance = 20 points • Technical Resource with at least NQF level 6 ICT qualification and with between five (5) and seven (7) years' experience of Sage 200 support and maintenance = 10 points • Technical Resource with no NQF level 6 ICT qualification and / or with less five (5) years' experience of Sage 200 support and maintenance = 0 points 	
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	Sage Partnership	<p>The service provider must be a SAGE partner. No points shall be awarded if the SAGE Partnership evidence is not attached.</p> <p>NB: SDT reserves the right to verify the partnership evidence with SAGE.</p> <p>The scoring for SAGE partnership will be as follows:</p> <ul style="list-style-type: none"> • Platinum = 40 points • Gold = 30 points • Silver = 20 points • Bronze = 10 points 	
	Threshold		80 Points
	Section 5 Points Scoring Total		100 Points

To ensure a comprehensive evaluation of the proposals, bidders are required to submit the following information:

Price Schedule

Bidders must provide a detailed price schedule that includes the costs/charge-out rate per hour. The duration of the contract is 12 months.

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Roles and Responsibilities of the entity

- (i) The SDT will be responsible for the payment within 15 days of invoicing after service has been successfully rendered.

4. VALUATION METHODOLOGY / CRITERIA Compliance review:

- (i) Each submission is checked for compliance.
- (ii) The following documentation is required.

Compliance Criteria
SBD 4
SBD 6.1
CSD report

5. PRICING

- (i) Cost must be VAT inclusive and quoted in South African Rand
- (ii) Quotations will be evaluated on price and specific goals on the SBD 6.1.

6. Closing date for submission of quotation 16 April 2025: 16h00.

Enquiries Contacts:

SCM enquiries

Tel:010-003-0310 /+27(10) 476 9327

Mr Archellis Reed

Ms Nonkululeko Dlamini

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